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ORIGINAL Arizona Corporation Commis
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 1/4/2016
Opinion Number: 2016 - 128182 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 5/3/2016 3:24 PM

First Name: Carol Last Name: Hills Account Name: Carol Hills
Address: <<< REDACTED >>>
City: Prescott State: AZ Zip Code: 86305

Company: CenturyLink * Qwest
For Assignment Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382 Docket Position: Against

Customer is opposed to this proposed rate increase. Customer not happy with the way in which Century Link has either increased and/or decreased her rate at least 38 times during the past five years. Many times she is called and given a loyalty discount of \$5 but a few months later the same rate suddenly increases higher than the \$5 discount that was recently applied.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/4/2016	Richard Martinez	Telephone	Investigation

Filed for the record and docketed.

Arizona Corporation Commission
DOCKETED

MAY 06 2016



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DOCKET CONTROL

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